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Business Segment: ☒ Enterprise Solutions
☐ Wireless Network Solutions

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Urgency Level	Notice applies to regions:	Government:	Published for:
General Information	☒ North America ☒ Latin America ☒ EMEA ☒ Asia Pacific	☒ Federal ☒ North America State & Local	☒ Associates ☒ Partners ☒ Distributors

Description:	Update to PMB2076
Reason for Change:	PMB2120: Updated information on release of the new four slot ethernet cradles

1. Transition Overview

In Product Marketing Bulletin 2049 we announced the availability of the new energy efficient four slot ethernet cradles. Due to unforeseen circumstances, we have had a delay in the program. We are extending the transition timeline on the following cradles. Please see chart below for specific time frames of release per product family.

2. Product Transition Timeline and Mapping Table for MC95 Four Slot Ethernet Cradles

Please Note: MC95's with a BSP41 and before will require the installation of a new driver to allow for Ethernet connectivity which will be available on support central on April 1st.

Product Transition Timeline*	Date
First RMA Request Date for Channel Returns	May 1 st 2012
Last RMA Request Date for Channel Returns	May 9 th 2012
Last Channel Return Date	June 11 th 2012
Last Book Date	July 2 nd 2012 (Or while supplies last)
Last Ship Date	October 2 nd 2012
End of Engineering Support Date	April 2 nd 2013
End of Service Date	December 15 th 2016
Availability of [replacement product(s)]	April 1 st 2012

*** Note: Any changes to above timeline will be communicated via a revised Distributor Notice (DN) and/or Product Marketing Bulletin (PMB).**

Discontinued P/N	MC95 Description (stand alone cradle)	Direct Replacement P/N	List Price
CRD9500-4000ER	MC9500 Four Slot Ethernet Cradle	CRD95001-ER	\$565
Discontinued P/N	MC95 Description (Kits)	Direct Replacement P/N	List Price
CRD9500-400EES	Desk Mount Ready MC9500 4 Bay Ethernet Charge Cradle Kit (US). Incl: 4Bay Ethernet Cradle, Desk Mount KT-116363-01R, Optional Guide Cups KT-122014-01R, P/S PWRS-14000-241R, DC Cord 50-16002-029R, and US AC Cord 23844-00-00R.	CRD9501-400EES	\$805
CRD9500-401EES	Desk Ready MC9500 4 Bay Ethernet Cradle Kit (Intl) Incl: 4Bay Ethernet Cradle, Desk Mount KT-116363-01R, Guide Cups KT-122014-01R, P/S PWRS-14000-241R and DC Cord 50-16002-029R. Buy country specific 3 wire AC Cord separately.	CRD9501-401EES	\$795
CRD9500-420EES	Wall Mount Ready MC9500 4 Bay Ethernet Cradle Kit (US). Incl: Wall Mount KT-116362-01R, 4 Bay Ethernet Cradle, Optional Guide Cups KT-122014-01R, P/S PWRS-14000-241R, DC Cord 50-16002-029R, and US AC Cord 23844-00-00R.	CRD9501-420EES	\$785
CRD9500-421EES	Wall Mount Ready MC9500 4 Bay Ethernet Cradle Kit (Intl). Incl: Wall Mount KT-116362-01R, 4B Ethernet Cradle, Guide Cups KT-122014-01R, P/S PWRS-14000-241R & DC Cord 50-16002-029R. Buy country specific 3 wire AC Cord separately.	CRD9501-421EES	\$775
CRD9500-430EES	Rack Mount Ready MC9500 4 Bay Ethernet Cradle Kit (US) Incl: 19" Rack Mount KT-132400-01R, 4Bay Ethernet Cradle, Guide Cups KT-122014-01R, P/S PWRS-14000-241R & DC Cord 50-16002-029R, and US AC Cord 23844-00-00R.	CRD9501-430EES	\$770
CRD9500-431EES	Rack Mount Ready MC9500 4 Bay Ethernet Cradle Kit (Intl) Incl: 19" Rack Mount KT-132400-01R, 4Bay Ethernet Cradle, Guide Cups KT-122014-01R, P/S PWRS-14000-241R & DC Cord 50-16002-029R. Buy country specific 3 wire AC Cord separately.	CRD9501-431EES	\$760

2. Product Transition Timeline and Mapping Table for MC30xx/31xx, MC55/65, MC70/75 and WT4000 Four Slot Ethernet Cradles

Product Transition Timeline*	Date
First RMA Request Date for Channel Returns	September 3 rd 2012
Last RMA Request Date for Channel Returns	September 10 th 2012
Last Channel Return Date	October 10 th 2012
Last Book Date	December 3 rd 2012 (Or while supplies last)
Last Ship Date	February 4 th 2013
End of Engineering Support Date	August 4 th 2013
End of Service Date	December 15 th 2017
Availability of [replacement product(s)]	August 1 st , 2012

*** Note: Any changes to above timeline will be communicated via a revised Distributor Notice (DN) and/or Product Marketing Bulleting (PMB).**



Discontinued P/N	MC30xx/31XX Description (stand alone cradle)	Direct Replacement P/N	List Price
CRD3000-4001ER	MC30XX Four Slot Ethernet Cradle. Must order Power Supply (PWRS-14000-241R), DC cable (50-16002-042R) and 3 wire grounded AC line cord separately.	CRD3X01-4001ER	\$529
Discontinued P/N	MC30xx/31XX Description (Kits)	Direct Replacement P/N	List Price
CRD3000-400EES	4 Slot Ethernet Charge Cradle Kit (US). Kit includes: 4 Slot Ethernet Cradle, Power Supply PWRS-14000-241R, DC Cord 50-16002-029R, and US AC Cord 23844-00-00R.	CRD3X01-400EES	\$685
CRD3000-401EES	4 Slot Ethernet Charge Cradle Kit (INTL). Kit includes: 4 Slot Ethernet Cradle, Power Supply PWRS-14000-241R, DC Cord 50-16002-029R, Buy country specific 3 wire AC Cord separately.	CRD3X01-401EES	\$675

Discontinued P/N	WT4090 Description (stand alone cradle)	Direct Replacement P/N	List Price
CRD4000-4000ER	4 Slot cradle , Ethernet, for WT4000 series	CRD4001-4000ER	\$670
Discontinued P/N	WT4090 Description (Kits)	Direct Replacement P/N	List Price
CRD4000-410EES	WT4090 Four slot Ethernet Cradle Kit (US): includes 4 Bay Ethernet cradle, PS (PWRS-14000-241R), cable to PS (50-16002-029R), and US AC line cord (23844-00-00R)	CRD4001-410EES	\$830
CRD4000-411EES	WT4090 Four slot Ethernet Cradle Kit (Intl): includes 4 bay Ethernet cradle, PS (PWRS-14000-241R) & cable to PS (50-16002-029R) Buy Country Specific 3 wire AC Cord separately.	CRD4001-411EES	\$820

Discontinued P/N	MC55/65 Description (stand alone cradle)	Direct Replacement P/N	List Price
CRD5500-4000ER	MC55/MC65 4 Slot Ethernet charging cradle. Charges and provides Ethernet connectivity to 4 terminals at one time. Requires Power Supply PWRS-14000-241R, DC line cord 50-16002-029R and country specific 3 wire grounded AC power line cord.	CRD5501-4000ER	\$570
Discontinued P/N	MC55/65 Description (Kits)	Direct Replacement P/N	List Price
CRD5500-400EES	4 Slot Ethernet Charge Cradle Kit (US). Kit includes: 4 Slot Ethernet Cradle, Power Supply PWRS-14000-241R, DC Cord 50-16002-029R, and US AC Cord 23844-00-00R.	CRD5501-400EES	\$726
CRD5500-401EES	4 Slot Ethernet Charge Cradle Kit (INTL). Kit includes: 4 Slot Ethernet Cradle, Power Supply PWRS-14000-241R, DC Cord 50-16002-029R, Buy country specific 3 wire AC Cord separately.	CRD5501-401EES	\$716

Discontinued P/N	MC70/75 Description (stand alone cradle)	Direct Replacement P/N	List Price
CRD7001-4000ER	MC70/MC75 4-Slot Ethernet Cradle: Must Order Power Supply (PWRS-14000-241R), DC Line Cord (50-16002-029R), and US AC Line Cord (23844-00-00R) separately. Purchase Spacer Shim KT-97119-07R when docking an MC70 with a trigger handle attached.	CRD7000-4000ER	\$600
Discontinued P/N	MC70/75 Description (Kits)	Direct Replacement P/N	List Price
CRD7000-410EES	4 Slot Ethernet Charge Cradle Kit (US). Kit includes: 4 Slot Ethernet Cradle, Power Supply PWRS-14000-241R, DC Cord 50-16002-029R, and US AC Cord 23844-00-00R.	CRD7X01-410EES	\$736
CRD7000-411EES	4 Slot Ethernet Charge Cradle Kit (INTL). Kit includes: 4 Slot Ethernet Cradle , Power Supply PWRS-14000-241R, DC Cord 50-16002-029R, Buy country specific 3 wire AC Cord separately.	CRD7X01-411EES	\$726



4a. Service and Support: End of Service Life Policy

Motorola Solutions, Inc. ("Motorola") will provide service and support for products manufactured by Motorola Solutions for a period of five (5) years, commencing on the last day of the product's final shipment.

Motorola Solutions will make reasonable, commercial attempts to continue to repair products beyond the five-year period at Motorola Solution's option:

- To meet contract commitments
- Where a significant commercial requirement is identified
- Where Motorola Solutions judges that there is sufficient commercial reason to warrant continuance of repair and support

Should technology used in the product become discontinued, obsolete, or no longer available in the public domain, making parts or assemblies no longer available for these reasons, Motorola Solutions at its discretion will evaluate the impact and if significant, consider the feasibility and economics of a design change to enable continued repair.

The End of Service Life period may be changed at Motorola Solution's sole discretion.

4b. Service and Support: Software End of Service Life Policy

For software applications that have been announced End of Sale (EOS), conclusion of support for these products follows a defined timeline beginning from the product End of Sale announcement (the "EOS Announcement"). For those customers with products covered by an Enterprise Mobility Services agreement (the "Support Contract") at the time of the EOS Announcement, the software maintenance portion of their Support Contract, as defined in the Service Description Document applicable to the product being EOS (the "Software Maintenance"), will continue for up to twelve (12) months from the EOS Announcement date. Motorola Solutions reserves the right, at its sole discretion, to end such Software Maintenance earlier than this date should conditions warrant.

For customers with products covered by a Support Contract at the time of the EOS Announcement, Technical Support, defined as telephone and e-mail support through Motorola Solution's Global Customer Support Center, continues through the completion of the customer's software Support Contract, regardless of the availability of Software Maintenance on the EOS software product.

Customers with products covered by a Support Contract that are not using the most current release of the applicable software product on the EOS Announcement date may update to the most current release after the EOS Announcement, subject to this Statement and the terms of the Service Description Document applicable to customer's Support Contract.

As of the software product EOS Announcement date, any existing multi-year Support Contracts for that product will no longer be available. New customers may purchase any existing multi-year contracts up to and including the EOS effective date. Any request for a multi-year software Support Contract for an existing customer must be approved by both Motorola Solution's Solutions Services and the applicable Product organization(s).

As of the EOS Announcement date, only annual Support Contracts and one-year renewal Support Contracts will be available without a special approval, as indicated above. Availability of Software Maintenance will be as described above. Technical Support, as described above, will continue up until the conclusion of the customer's Support Contract.



5. Software Support and Entitlement Process

As of January 1, 2010, customers will not be entitled to receive telephone or e-mail technical support for hardware or software issue diagnosis if their products are not covered under warranty or covered by an Enterprise Mobility Services agreement.

Customers are required to have a valid Motorola Solution's Enterprise Mobility Services agreement in place to receive software support, which includes technical telephone and e-mail support and the ability to download and use software releases. Customers will need to provide product information when initiating their support requests, including the serial number of the product configuration(s) for which they require software.

Requests to download software releases are completed by submitting the "Request Download" form on Support Central or by calling the Motorola Solution's Enterprise Mobility support center. The information will be routed directly to a dedicated team that will quickly validate customer entitlement. Customers will then receive an e-mail containing instructions on how to download the appropriate software.

Customers who wish to purchase an Enterprise Mobility Services agreement can do so through the normal channels that they currently use to purchase Motorola Solution's Solutions products and services.

For more information:

- **Motorola Solutions employees:** please visit the [Enterprise Mobility Services Marketing Software Support home page](#)
- **Partners:** please visit the Services tab on the Product & Services Central page of the [PartnerSelect Hallway](#)

End of Life Timeline Definitions:

First RMA Request Date: first date distributors can request RMA for return of EOL product.

Last RMA Request Date: last date distributors can request RMA for return of EOL product.

Last Channel Return Date: last date physical product returns will be accepted (30 days after approval of RMA)

Last Book Date: last date orders will be accepted for product and/or bundles, kits or system packs containing the product.

Last Ship Date: latest date for which a customer can request product delivery.

End-of-Engineering Support: date when bug fixes, design revisions, and integration with other components, products or solutions will no longer be performed.

End of Service Date: last date when technical support and repair services will be available.

Warranty: Motorola Enterprise Mobility ("Motorola") hardware Products are warranted against defects in workmanship and materials for a period of twelve (12) months from the date of shipment, unless otherwise provided by Motorola in writing, provided the Product remains unmodified and is operated under normal and proper conditions. The sole obligation of Motorola for defective hardware Products is limited to repair or replacement (at Motorola's option) on a "return to service depot" basis with prior Motorola authorization. Motorola's sole obligation for software that when properly installed and used does not substantially conform to the published specifications in effect when the software is first shipped by Motorola, is to use commercially reasonable efforts to correct any reproducible material non conformity (as determined by Motorola at its sole discretion) by providing Buyer with: (a) telephone or e-mail access to report non conformance so that Motorola can verify reproducibility; (b) a software patch or bug fix, if available, or a workaround to bypass the issue, if available; and (c) where applicable, replacement of damaged or defective external media, such as a CD-ROM disk, on which the software was originally delivered.

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